

**Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

**Claims 1-2 (canceled).**

**Claim 3 (currently amended):** The system for evaluating survey information of claim 4 ~~[[9]]~~, wherein the graphical displays are selected by a user through the network.

**Claim 4 (currently amended):** A method for evaluating survey information for a medical enterprise comprising the steps of:

collecting, in advance, said survey information from a plurality of sources, said survey information including:

satisfaction data from one or more of patients,  
members of families of the patients, and  
employees of said medical enterprise,  
physical assessment data representing physical  
and/or mental capabilities of said patients,  
medical outcome data about said patients,  
clinical process data from said medical  
enterprise, and  
cost data about costs of said medical enterprise;

electronically maintaining a database for storing said survey; ~~with data information from a data collection;~~

a user selecting a measurement option from a list of a plurality of available measurement options displayed on a display device; and

presenting survey assessment results to the user by performing the steps of:

electronically retrieving from the survey information ~~data collection~~ the a subset of said survey information for calculating outputs based on the selected measurement option,[[;]]

electronically performing calculations on the subset of information for generating said outputs,[[;]] and

electronically controlling [[a]] the display device to display a graphical report based on the selected measurement option using said outputs;[[,]]

~~wherein selecting the measurement option comprises selecting from among measurement options including an outcome measurement category, a management topic and a performance measure.~~

wherein said displayed graphical report presents at least four views for evaluating said enterprise, said at least four views including:

clinical outcome graphical information about  
said medical enterprise operations  
calculated by utilizing some portion of  
said medical outcome data and/or said  
clinical process data,

functional outcome graphical information  
about functional outcomes of said  
medical enterprise calculated by  
utilizing some portion of said physical  
assessment data,

satisfaction outcome graphical information  
about satisfaction outcomes of said  
medical enterprise calculated by  
utilizing some portion of said  
satisfaction data, and

cost outcome graphical information  
calculated by utilizing some portion of  
said cost data,

and wherein said clinical outcome graphical  
information includes a plurality of  
mortality and morbidity measures of  
patients, wherein said functional outcome  
graphical information includes two or more  
of physical function, mental health, social  
function, and health status information of  
patients, wherein said satisfaction outcome  
graphical information includes one or both  
of satisfaction measures of patients and/or  
their families, and enterprise employees,  
and wherein said cost outcome graphical

information includes one or both of measures  
of direct medical costs and indirect social  
costs,

wherein a user choosing another measurement option  
from said list of measurement options causes a  
contemporaneous presenting of updated survey  
assessment results by performing said retrieving,  
performing calculations, and electronically  
controlling steps with additional portions of  
said survey data collected in advance.

**Claim 5 (original):** A method according to claim 4,  
wherein the graphical report is provided to a user through  
a network.

**Claims 6-9 (canceled).**

**Claim 10 (new):** The method according to claim 4,  
wherein said survey information is collected for a  
plurality of additional medical enterprises, and wherein  
said survey assessment results also presents graphical  
information using said at least four views for comparing  
said enterprise against at least a plurality of said  
additional medical enterprises.

**Claim 11 (new):** The method according to claim 10,  
wherein at least a portion of said survey information is  
collected over a computer network, and wherein said survey  
assessment results are provided to the display over the  
computer network.

**Claim 12 (new):** The method of claim 11, wherein said

collecting utilizes a drill-down technique for collecting at least a portion of said survey information.

**Claim 13 (new):** The method of claim 12, wherein said survey information includes verbatims.

**Claim 14 (new):** The method according to claim 4, wherein at least a portion of said survey information is collected over a computer network, and wherein said survey assessment results are provided to the display over the computer network.

**Claim 15 (new):** The method of claim 4, wherein said collecting utilizes a drill-down technique for collecting at least a portion of said survey information.

**Claim 16 (new):** The method of claim 4, wherein said survey information includes verbatims.

**Claim 17 (new):** A method for evaluating survey information of a business enterprise against a plurality of enterprises including said business enterprise, said method comprising the steps of:

collecting, in advance, said survey information from a plurality of sources, said survey information including:

satisfaction data from one or more of customers of said plurality of enterprises, members of families of the customers, and employees of said plurality of enterprises,

assessment data provided by said customers  
representing customer status with respect to  
attributes related to services provided to  
said customers by one or more of said  
plurality of enterprises,  
results outcome data provided by said enterprises  
representing customer outcomes from services  
provided by one or more of said plurality of  
enterprises,  
enterprise process data about processes of said  
plurality of enterprises, and  
cost data about costs of each of said plurality  
of enterprises;  
electronically maintaining a database for storing said  
survey information;  
a user selecting a measurement option from a list of a  
plurality of available measurement options  
displayed on a display device; and  
presenting survey assessment results to a user by  
performing the steps of:  
electronically retrieving from the survey  
information a subset of said survey  
information for calculating outputs based on  
the selected measurement option,  
electronically performing calculations on the  
subset of information for generating said  
outputs, and  
electronically controlling the display device to  
display a graphical report based on the

selected measurement option using said outputs;

wherein said displayed graphical report presents at least four views for evaluating said business enterprise against said plurality of enterprises, said at least four views including:

enterprise outcome graphical information about outcomes of said business enterprise services calculated by utilizing some portion of said results outcome data and/or said enterprise process data, said functional outcome graphical information for showing effectiveness of services provided by said business enterprise to its customers,

functional outcome graphical information about functional outcomes of said business enterprise calculated by utilizing some portion of said assessment data, said functional outcome graphical information for determining a status of customers of said business enterprise pertaining to services provided to said customers by said business enterprise,

satisfaction outcome graphical information calculated by utilizing some portion of said satisfaction data, said

satisfaction outcome graphical  
information for showing customer  
satisfaction with respect to services  
provided to customers of said business  
enterprise, and

cost outcome graphical information of said  
business enterprise calculated by  
utilizing some portion of said cost  
data,

wherein a user choosing another measurement option  
from said list of measurement options causes a  
contemporaneous presenting of updated survey  
assessment results by performing said  
electronically retrieving, electronically  
performing calculations, and electronically  
controlling steps with additional portions of  
said survey data collected in advance.

**Claim 18 (new):** A system for evaluating survey  
information for a medical enterprise comprising:

a survey collecting subsystem for collecting, in  
advance, said survey information from a plurality  
of sources, said survey information including:  
satisfaction data from one or more of patients,  
members of families of the patients, and  
employees of said medical enterprise,  
physical assessment data representing physical  
capabilities of said patients,  
medical outcome data about said patients,

clinical process data from said medical enterprise, and

cost data about costs of said medical enterprise;

a server for electronically maintaining a database for storing said survey information;

a terminal for a user selecting a measurement option from a list of a plurality of available measurement options displayed on a display of said terminal, with the terminal also for presenting survey assessment results to the user using said display, wherein

said system further includes

the server electronically retrieving from the survey information a subset of said survey information for calculating outputs based on the selected measurement option;

the server electronically performing calculations on the subset of information for generating said outputs; and

the server providing said outputs to the display device for displaying a graphical report based on the selected measurement option using said outputs,

wherein said displayed graphical report presents at least four views for evaluating said enterprise, said at least four views including:

clinical outcome graphical information about clinical outcomes of said medical

enterprise calculated by utilizing some portion of said medical outcome data and/or said clinical process data, functional outcome graphical information about functional outcomes of said medical enterprise calculated by utilizing some portion of said physical assessment data, satisfaction outcome graphical information about satisfaction outcomes of said medical enterprise calculated by utilizing some portion of said satisfaction data, and cost outcome graphical information calculated by utilizing some portion of said cost data, wherein said clinical outcome graphical information includes a plurality of mortality and morbidity measures of patients, wherein said functional outcome graphical information includes a plurality of physical function, mental health, social function, and health status information of patients, wherein said satisfaction outcome graphical information includes one or both of satisfaction measures of patients and/or their families and enterprise employees, and wherein said cost outcome graphical information includes one or both of measures

of direct medical costs and indirect social costs,

wherein a user choosing another measurement option from said list of measurement options causes a contemporaneous presenting of updated survey assessment results by performing said retrieving, performing calculations, and electronically controlling steps with additional portions of said survey data collected in advance.

**Claim 19 (new):** The system of claim 18 wherein said server is remotely connected to said user terminal over a computer network.

**Claim 20 (new):** The system of claim 18, wherein said survey information is collected for a plurality of additional medical enterprises, and wherein said survey assessment results also presents graphical information using said at least four views for comparing said enterprise against at least a plurality of said additional medical enterprises.

**Claim 21 (new):** The system of claim 18, wherein said survey collecting subsystem utilizes a drill-down technique for collecting at least a portion of said survey information.

**Claim 22 (new):** The system of claim 21, wherein said survey information includes verbatims, at least a number of which are played for said user upon demand.